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December 17, 2015

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**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: Section 63.71 Application of Electra Telephone Company to Discontinue Service  
WC Docket No. 15-316

Dear Ms. Dortch:

Electra Telephone Company (the "Company"), by its attorneys, hereby submits the following additional information in connection with the above-referenced proceeding, as requested by Commission staff.

The notice provided to customers does include the Company's address, as required by §63.71 of the Commission's rules. Specifically, the Company's address appears on multiple pages of the bill in which the discontinuance notice was included. Attached hereto is an example, with the Company's address highlighted.

The format of the notice provided is sufficient to ensure customers are aware of the proposed discontinuance because this is the usual method by which the Company provides notices of this kind throughout the year. For example, the attached shows regulatory notices required by the Public Utility Commission of Texas on cramming and slamming, in addition to the notice of discontinuance. Other types of regulatory notices provided in this manner include the Commission's annual Do Not Call<sup>1</sup> and Statement of Rates<sup>2</sup> notifications. As such, the

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<sup>1</sup> *In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, 18 FCC Rcd 14014 (FCC 2003).

<sup>2</sup> 47 C.F.R. §54.201.

Company's customers expect to receive regulatory notices such as the above-referenced discontinuance in this manner.

Since the proposed discontinuance is limited to two services that are obsolete and rarely, if ever, actually used by the Company's customers, the Company chose to use its standard regulatory notification mechanism. If you have any further questions, please do not hesitate to contact the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Dickens, Jr.", with a stylized, cursive script.

Benjamin H. Dickens, Jr.

Salvatore Taillefer, Jr.

Attorneys for Electra Telephone Company

Cc: Rodney McDonald

Billing Telephone Number:

Account Number/Ebill ID:

Account Name:

Bill Date:

# Electra Telephone

## Payments And Adjustments

### Current Charges for Dec 1 - Dec 31

Bill Questions: 940-495-2192

## Customer Information

### NOTICE

If you believe that the local exchange provider or the interexchange carrier named in the bill is not your chosen interexchange carrier, or if you believe this bill includes any unauthorized charges, you may contact: Public Utility Commission of Texas, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Commission at (512) 936-7136.

### ONLINE BILL PAY NOW AVAILABLE!

Electra Telephone Company is pleased to announce that you can now view

## Customer Information

and pay your account online. Simply log onto [www.electratel.net](http://www.electratel.net) and click on the "Pay Your Bill Online" link. Registration is free, secure easy. For security purposes, you will need to contact Customer Service 940-495-2192 to activate your eBill account.

Paperless billing is now available! To sign-up for paperless billing you must have a copy of your most recent bill, access to email, and a few minutes to populate the required information in the self-care enrollment form which is available under the "pay your bill online" button. If you have questions regarding paperless billing or our online bill pay options, please call or come by the business office.

### Charges on Your Telephone Bill Your Rights as a Customer

Placing charges on your phone bill for products or services without your authorization is known as "cramming" and is prohibited by law. Your telephone company may be providing billing services for other companies, so other companies' charges may appear on your telephone bill.

If you believe you were "crammed", you should contact the telephone company that bills you for your telephone service, Electra Telephone Company at 1-940-495-2192, and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone company to do the following within 45 days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- remove any unauthorized charge from your bill;
- refund or credit all money to you that you have paid for an unauthorized charge; and
- on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

If the company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges.

You may have additional rights under state and federal law. Please

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D = Day | E = Evening | N = Night

## Have you moved or changed your phone number?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: \_\_\_\_\_ Account Name: \_\_\_\_\_  
New Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Work Number: \_\_\_\_\_ Signature: \_\_\_\_\_

## How to reach Customer Care

- By Phone:
- For Inquiries By Mail:
- For Payments By Mail:

940-495-2192

ELECTRA TELEPHONE COMPANY  
P O BOX 729  
Lewisville AR 71845

Electra Telephone Company  
PO Box 729  
Lewisville AR 71845

# Electra Telephone

Billing Telephone Number:  
Account Number/Ebill ID:  
Account Name:  
Bill Date:



## Customer Information

contact the Federal Communications Commission, the Attorney General of Texas, or the Public Utility Commission of Texas if you would like further information about possible additional rights.

### Busy Line Verification

On or after January 30, 2016, Electra Telephone Company will no longer provide Busy Line Verification or Busy Line Interrupt services in Wichita County, Texas. Busy Line Verification is a service by which a Company operator at the request of a calling party, determines and reports the status of an exchange line (conversation in progress, no conversation in progress). Busy Line Interruption Service is a service by which a Company operator, at the request of a calling party, will determine & report that a conversation is in progress and subsequently interrupts to inform the parties to that conversation that another party desires to place a call to the busy line. The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 30 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for the proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the &83.71 Application of Electra Telephone Company. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service. If you have any questions about this notice or the discontinuance described herein, please contact us at 940-485-2192.



Bill Questions: 866-448-0844

## Itemized Calls

0024 [Redacted]

No	Date	Time	Min	Place Called	Number	Rate Charge
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No	Date	Time	Min	Place Called	Number	Rate Charge
[Redacted]						

## Itemized Calls

0024 [Redacted]

No	Date	Time	Min	Place Called	Number	Rate Charge
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Calls For [Redacted]

[Redacted]						
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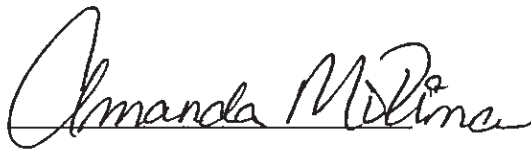
**DECLARATION UNDER PENALTY OF PERJURY**

I, Amanda Molina, hereby state the following:

1. I am the Assistant Vice President of External Relations of Townes Telecommunications, Inc., the parent company for Electra Telephone Company and Northeast Florida Telephone Company.

2. I have read the foregoing letter response, which was prepared under my direction and supervision.

3. I certify under penalty of perjury that I have personal knowledge of the factual statements contained therein, and that said statements are true and correct to the best of my knowledge, information, and belief.

Signed: 

Amanda Molina

Executed this 15 day of December, 2015